

What if I discover unreviewed inappropriate content?

Created by Corey Tutewiler

Last updated Jul 18, 2016

If you discover inappropriate content that is not reviewed by Gaggle, and it is not covered in the explanations below, contact and inform Gaggle Customer Support.

Email Messages

It is possible the message was originally blocked, but it was reviewed and unblocked by Safety Representatives. For example, the phrase "kill myself" will be blocked and reviewed. If the student usage is not inappropriate, however, such as a quote from a book for a homework assignment, it will be released by Gaggle.

Gaggle's Blocked Words List is designed to catch the highest number of potentially inappropriate or threatening content, without disrupting school activity. It is possible that a student could send an inappropriate email that does not get caught in analysis. For example, "Mr. Jones is the worst teacher in the world," may be considered inappropriate by some, but it would not get reviewed due to the lack of inappropriate terms. Please contact Gaggle Customer Support with any questions on why something was not reviewed if you think it should have been.

Google Drive

It is possible that the file has not yet been reviewed by Safety Representatives. Google Drive files are not blocked, as is the case with email messages, so there is no interference with homework submission and deadlines. Google Drive files are reviewed after the fact, so it may appear as though files have not been reviewed, when, in fact, they have been. Contact Gaggle Customer Support with any inquiries on this.

OneDrive

It is possible that the file has not yet been reviewed by Safety Representatives. OneDrive files are not blocked, as is the case with email messages, so there is no interference with homework submission and deadlines. OneDrive files are reviewed after the fact, so it may appear as though files have not been reviewed, when, in fact, they have been. Contact Gaggle Customer Support with any inquiries on this.

No labels